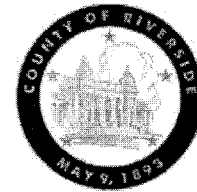


SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM  
3.47  
(ID # 4727)

**MEETING DATE:**  
Tuesday, July 11, 2017

**FROM :** RUHS-PUBLIC HEALTH:

**SUBJECT:** RIVERSIDE UNIVERSITY HEALTH SYSTEM-PUBLIC HEALTH: Community Action Partnership of Riverside County; Approval of Public Hearing for 2018-2019 Community Action Plan. Districts: All [\$0] (Clerk to Advertise and set for Hearing)

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Introduce and set for public hearing on July 25, 2017 for the 2018-2019 Community Action Partnership of Riverside County Community Action Plan; and
2. Authorize the Clerk of the Board to place an advertisement for the public hearing in the appropriate local publications; and
3. The Board of Supervisors adopts the Plan after the close of the public hearing.

**ACTION:** Set for Hearing, Policy

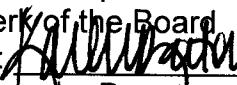
  
Sarah S Mack, Director of Public Health 6/27/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Perez, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended, and is set for public hearing Tuesday, July 25, 2017 at 9:00 a.m. or as soon as possible thereafter.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None  
Date: July 11, 2017  
xc: RUHS-Public Health, COB

Kecia Harper-Ihem  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 18/19</b>	

**C.E.O. RECOMMENDATION:** [Approve]

**BACKGROUND:**

**Summary**

To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 678B (11), eligible entities must complete a Community Action Plan, as a condition to receive CSBG funding, every two (2) years, and submit it to the State of California Department of Community Services and Development (CSD). The Community Action Plan must meet specific requirements and address specific categories, as defined by federal and state laws, including Agency vision and mission statements, comprehensive Community Needs Assessment, documentation of public hearing(s), federal and state assurances, individual and community eligibility requirements, monitoring and evaluation, and data collection. The Community Action Plan identifies how CSBG funding will be used to support programs and services as identified by low-income Riverside County residents.

The Community Action Plan incorporates statistical and demographic data (secondary, quantitative data) obtained from verifiable, reliable sources. It also includes information collected from Municipal Advisory Council and Community Council Meetings organized and regularly held by supporting staff of the members of the County of Riverside Board of Supervisors, and led by community leaders. These were held in the various supervisorial districts of the County, and served as focus groups to gather direct input (primary, qualitative data) from the community on challenges faced, as well as on programs and services that would be of the greatest benefit to them. In addition, a thorough community needs assessment survey (primary data, both quantitative and qualitative), in both English and Spanish, was distributed countywide to Riverside County residents. The survey was given in both hard copy form and online via Survey Monkey. Several staff members were involved in conducting the survey and presenting the needs assessment at numerous locations throughout Riverside County. This was done in conjunction with a variety of workshops, services and events, including, but not limited to: food distribution at food pantries, Women, Infants and Children (WIC) Wellness Fairs, a large Healthy Living Extravaganza, local community health fairs, a Riverside County Health Expo, the Riverside Area Veterans Expo, presentations at libraries, community centers, family resource centers and senior centers, presentations to Head Start parents, at Volunteer Income Tax Assistance (VITA) sites to customers receiving free tax preparation services, at apartment complexes in conjunction with presenting the weatherization program, to utility assistance

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

customers at the front desk and in energy clinics, at mobile home parks, and by weatherization inspectors directly to customers. The total number of surveys collected was 2,490.

The Community Action Commission unanimously adopted and approved the 2018-2019 Community Action Plan on June 15, 2017.

**Impact on Residents and Businesses**

The 2018-2019 Community Action Plan provides a comprehensive study that addresses the need of services to the low-income residents of Riverside County with specific requirements that includes Agency vision and mission statements, federal and state assurances, monitoring and evaluation plans.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

No County General Funds would be required.

**ATTACHMENTS:**

2018-2019 Community Action Partnership of Riverside County Community Action Plan.

# **2018-2019 Community Action Plan**

**California Department of  
Community Services and Development**

**Community Services Block Grant**



## PURPOSE

The Community Action Plan (CAP) serves as a two (2) year roadmap demonstrating how Community Services Block Grant (CSBG) eligible entities plan to deliver CSBG services. The CAP identifies and assesses poverty related needs and resources in the community and establishes a detailed plan, goals and priorities for delivering those services to individuals and families most affected by poverty. CSBG funds may be used to support activities that assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families by removing obstacles and solving problems that block the achievement of self-sufficiency.

Community Action Plans must adhere to the following federal and state laws:

### **COMPLIANCE WITH FEDERAL LAW**

To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 676b (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the eligible entities to include a community-needs assessment in the CAP for the community served.

### **COMPLIANCE WITH STATE LAW**

To comply with California Government Code 12747 pertaining to the Community Services Block Grant Program, Community Action Plans are to be developed using processes that assess poverty-related needs, available resources, feasible goals and strategies, and that yield program priorities consistent with standards of effectiveness established for the CSBG program. The CAP should identify eligible activities to be funded in the program service areas and the needs that each activity is designed to meet. Additionally, CAPs should provide for the contingency of reduced federal funding.

### **COMPLIANCE WITH CSBG ORGANIZATIONAL STANDARDS**

As described in the Office of Community Services (OCS) Information Memorandum (IM) #138 dated January 26, 2015, CSBG eligible entities will comply with implementation of the Organizational Standards. Compliance with Organizational Standards will be reported to OCS on an annual basis via the CSBG Annual report. In the section below, CSD has identified the Organizational Standards that provide guidance for the development of a comprehensive community needs assessment. CAP responses should reflect compliance with the Organizational Standards and demonstrate a thorough understanding of the Organizational Standards throughout the development of a comprehensive community needs assessment.

## **CONSUMER INPUT AND INVOLVEMENT**

**Standard 1.1** The organization/department demonstrates low-income individuals' participation in its activities.

**Standard 1.2** organization/department analyzes information collected directly from low-income individuals as part of the community assessment.

## **COMMUNITY ENGAGEMENT**

**Standard 2.2:** The organization/department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. This sector would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

## **COMMUNITY ASSESSMENT**

**Private Agency - Standard 3.1:** Organization conducted a community assessment and issued a report within the past 3 year period.

**Public Agency - Standard 3.1:** Department conducted a community assessment and issued a report within the past 3 year period, if no other report exists.

**Standard 3.2:** As part of the community assessment the organization/department collects and analyzes both current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).

**Standard 3.3:** Organization/department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.

**Standard 3.4:** The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

**Standard 3.5:** The governing board or tripartite board/advisory body formally accepts the completed community assessment.

**Standard 4.2:** The organization's/department's Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.

**Standard 4.3:** The organization's /department's Community Action Plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle.

### **STRATEGIC PLANNING**

**Private Agency Standard 6.4:** Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

**Public Agency Standard 6.4:** Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.

### **STATE PLAN AND APPLICATION REQUIREMENTS**

As required by the CSBG Act, Public Law 105-285, states are required to submit a state plan as a condition to receive funding. Information provided in the CAP by eligible entities is included in CSDs biennial State Plan and Application.

**COMMUNITY SERVICES BLOCK GRANT  
2018/2019 PROGRAM YEAR COMMUNITY ACTION PLAN  
COVER PAGE AND CERTIFICATION**

TO: Department of Community Services and Development  
Attention: Field Operations Unit  
2389 Gateway Oaks Drive #100  
Sacramento, CA 95833

FROM: County of Riverside Community Action Partnership

**Agency Contact Person Regarding Community Action Plan**

Name: Brenda Salas Freeman

Title: Executive Director

Phone: 951-955-3563

Ext: \_\_\_\_\_

Fax: 951-955-6494

Email: bfreeman@capriverside.org

**CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES**

The undersigned hereby certifies that this agency complies with the Assurances and Requirements of this 2018/2019 Community Action Plan and the information in this Community Action Plan is correct and has been authorized by the governing body of this organization.

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



# TABLE OF CONTENTS

The Community Action Plan is to be arranged in the order below. Please include the appropriate page numbers for reference. Additional attachments are to be added as appendices.

	(Insert Page Numbers)
Cover Page and Certification	<u>1</u> _____
Checklist	<u>3</u> _____
Vision Statement	<u>4</u> _____
Mission Statement	<u>4</u> _____
Comprehensive Community Needs Assessment	<u>6</u> _____
Documentation of Public Hearing(s)	<u>26</u> _____
Federal Assurances	<u>28</u> _____
State Assurances	<u>41</u> _____
Individual and Community Eligibility Requirements	<u>43</u> _____
Monitoring and Evaluation	<u>44</u> _____
Data Collection	<u>46</u> _____
Appendices (Optional)	<u>NA</u> _____

## 2018 - 2019 Community Action Plan Checklist

The following is a check list of the components to be included in the Community Action Plan. The Community Action Plan is to be received by CSD no later than **June 30, 2017**:

- Cover Page and Certification**
- Table of Contents**
- Vision Statement**
- Mission Statement**
- Comprehensive Community Needs Assessment**
- Documentation of Public Hearing(s)**
- Federal Assurances**
- State Assurances**
- Individual and Community Eligibility Requirements**
- Monitoring and Evaluation**
- Data Collection**
- Appendices (Optional)**

## VISION STATEMENT

Provide your agency's Vision Statement which describes your agency's values. The vision is broader than any one agency can achieve; the agency collaborates with others in pursuit of this vision.

To end poverty in Riverside County.

## MISSION STATEMENT

The Mission Statement describes the agency's reason for existence and may state its role in achieving its vision.

Organizational Standard 4.1 references the Mission Statement for private and public entities:

### **Private Entities**

The governing board has reviewed the organization's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The organization's programs and services are in alignment with the mission.

### **Public Entities**

The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

Provide your agency's Mission Statement

### **Mission Statement (Insert Statement)**

The County of Riverside Community Action Partnership, with the community, strives to eliminate poverty by facilitating opportunities towards self-sufficiency through education, wealth building, advocacy, and community organizing.

## COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Public law 105-285 requires the state to secure from each eligible entity, as a condition to receive funding, a Community Action Plan which includes a community-needs assessment for the community served. Additionally, state law requires each CSBG eligible entity to develop a Community Action Plan that assess poverty-related needs, available resources, feasible goals

and strategies, and that yields program priorities consistent with standards of effectiveness established for the program (*California Government Code 12747(a)*).

The Community Needs Assessment captures the problems and conditions of poverty in the agency's service area based on objective, verifiable data and information gathered through various sources. Identified problems and conditions must be substantiated by corroboration through public forums, customer questionnaires, surveys, statistical data, evaluation studies, key informants, and/or other reliable sources. The Community Needs Assessment should be comprehensive and serve as the basis for the agency's goals, and program delivery strategies. The Community Needs Assessment should describe local poverty-related needs and be used to prioritize eligible activities offered to low-income community members over the next two (2) years.

As a part of the Community Needs Assessment process, each organization will analyze both qualitative and quantitative data to provide a comprehensive "picture" of their service area. To assist the collection of quantitative data, CSD has provided a link to a data dashboard including instructions and a data dictionary. The link gives agencies access to data for every county in the state. The dashboard can be accessed by clicking on the link or copying and pasting the link in your browser.

[https://public.tableau.com/views/Cap\\_Assessment/CAPData?:embed=y&:display\\_count=yes](https://public.tableau.com/views/Cap_Assessment/CAPData?:embed=y&:display_count=yes)

This data can be used as a starting point for developing your needs assessment. It is derived from data sources that align to the federal assurances required for the Community Services Block Grant. Each respondent is responsible for providing information regarding the needs around each federal assurance to indicate whether the agency or some other entity is providing the services.

By clicking on the State and County level Data page, the user will have access to quantitative poverty data. Analysis of the data collected is critical and must include not only the summarization of findings, but the identification, measurement and reporting of improvements and changes in the community both in the conditions and resources to assist low-income consumers on their journey towards self-sufficiency.

In the space below, provide a narrative description of the causes and conditions of poverty affecting the community in your service area such as: child care, community housing, crime, educational achievement, employment/unemployment, income management, healthcare, homelessness, nutrition, and other factors not listed. In particular, describe how the agency ensures that the Community Needs Assessment reflects the current priorities of the low-income population in the service area, beyond the legal requirement for a local public hearing of the Community Action Plan.

Agencies should describe the methods and strategies used to collect the information and should utilize a combination of activities and tools such as: focus groups, surveys; community dialogue, asset mapping, interviews, and public records.

Helpful Resources		
<b>United States Census Bureau</b> Poverty Data  <a href="#">click here</a>	<b>State of California Department of Justice</b> Statistics by City and County  <a href="#">click here</a>	<b>U.S. Department of Housing and Urban Development</b> Homelessness Assistance  <a href="#">click here</a>
<b>Employment Development Department</b> Unemployment Insurance Information by County  <a href="#">click here</a>	<b>California Department of Education</b> Facts about California Schools Using DataQuest  <a href="#">click here</a>	<b>California Department of Public Health</b> Statistical Data  <a href="#">click here</a>
<b>Bureau of Labor Statistics</b> Labor Data  <a href="#">click here</a>	<b>California Department of Finance</b> Various Projections/ Estimates  <a href="#">click here</a>	<b>Community Action Partnership</b> Community Action guide to develop a CNA  <a href="#">click here</a>
<b>A Comprehensive Community Needs Assessment (CCNA) Tool</b> Statistical Data to assist CNA development  <a href="#">click here</a>		

### Comprehensive Community Needs Assessment (Insert Narrative)

#### Introduction and Overview

This Comprehensive Community Needs Assessment (CNA) provides a multi-faceted overview of the causes and conditions of poverty affecting individuals, families and communities in Riverside County, CA. It incorporates statistical and demographic data (secondary, quantitative data) obtained from verifiable, reliable sources. It also includes information collected from Municipal Advisory Council and Community Council Meetings, which are organized and regularly held by supporting staff of the members of the County of Riverside Board of Supervisors, and led by community leaders. These were held in the various supervisorial districts of the County, and served as focus groups to gather direct input (primary, qualitative data) from the community on challenges faced, as well as on programs

and services that would be of the greatest benefit to them. In addition, this CNA presents results from a thorough community needs assessment survey (primary data, both quantitative and qualitative), which was distributed countywide to Riverside County residents. This survey was administered by several staff members, in conjunction with numerous events, at a plethora of locations, with the help of a vast array of partners. The total number of surveys collected was 2,490.

The poverty-related needs depicted here will serve as a foundation for determining County of Riverside Community Action Partnership’s goals and program delivery strategies for the next two years. It is a detailed reflection of current priorities for the low-income populations of communities throughout Riverside County.

**Secondary Data**

First, secondary, quantitative data was collected on Riverside County from verifiable, reliable sources, such as: The US Census Bureau, The US Department of Labor, The National Center for Education Statistics (NCES), The Federal Deposit Insurance Corporation (FDIC), The Corporation for Enterprise Development (CFED), The Center for Applied Research and Environmental Systems (CARES) at the University of Missouri and IP3 – Community Commons, The State of California Employment Development Department (EDD), The Riverside County Office of Education, The Riverside County Department of Public Social Services, and 2-1-1 Community Connect. The following data and analysis demonstrates the state of Riverside County need. Footnotes at the end of the secondary data section will document sources for the data.

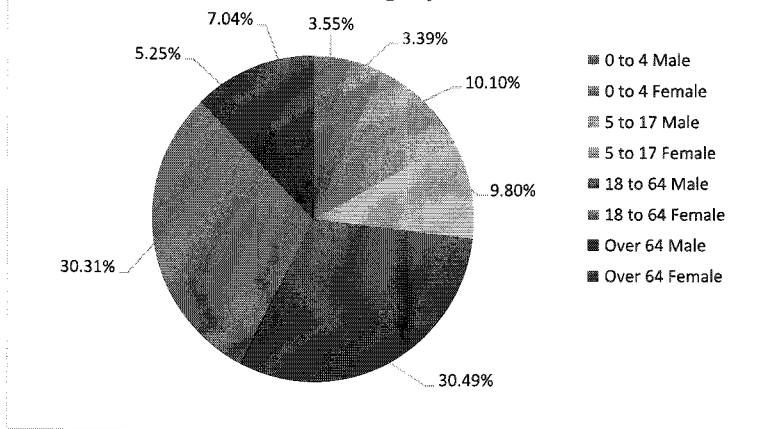
**Population Profile**

Riverside County is recognized as one of the fastest growing “big” counties in California. It ranks third in the state of all counties in population growth since 2010 (with a 9% increase), but since the 2000 census, it has experienced a 48.7% increase, whereas the increase in total population for the same period was only 13.43% in California, and 12.47% in the United States. Riverside County is the fourth most populous county in the state (with a 2016 population estimate of 2,387,741), and the tenth most populous county in the nation.<sup>1</sup>

According to the US Census Bureau *2011-2015 American Community Survey 5-year* population estimates, the population of Riverside County may be broken down by age and gender as follows:<sup>2</sup>

	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
Riverside County, CA	81,019	77,363	232,412	223,939	696,600	692,486	119,995	160,767

### Riverside County Age and Gender Demographics

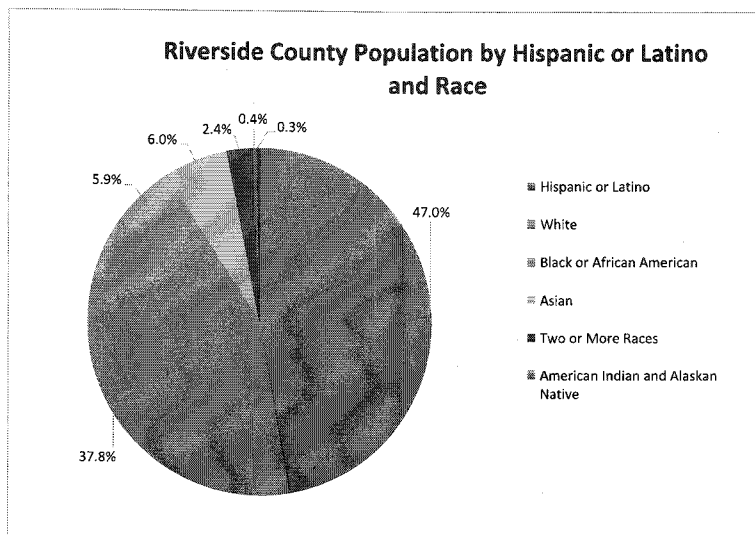


The population of Riverside County is also racially and ethnically diverse. When considering race alone:

- 64.6% are White
- 6.3% are Black or African American
- 0.9% are American Indian and Alaska Native
- 6.2% are Asian
- 0.3% are Native Hawaiian and Other Pacific Islander
- 17.5% are some other race
- 4.3% are two or more races

However, when looking at the population in terms of Hispanic or Latino and race, it is quite a different picture. Those who claim to be Hispanic or Latino of any race comprise 47% of the County's population, 41.8% of which are Mexican.<sup>3</sup>

### Riverside County Population by Hispanic or Latino and Race

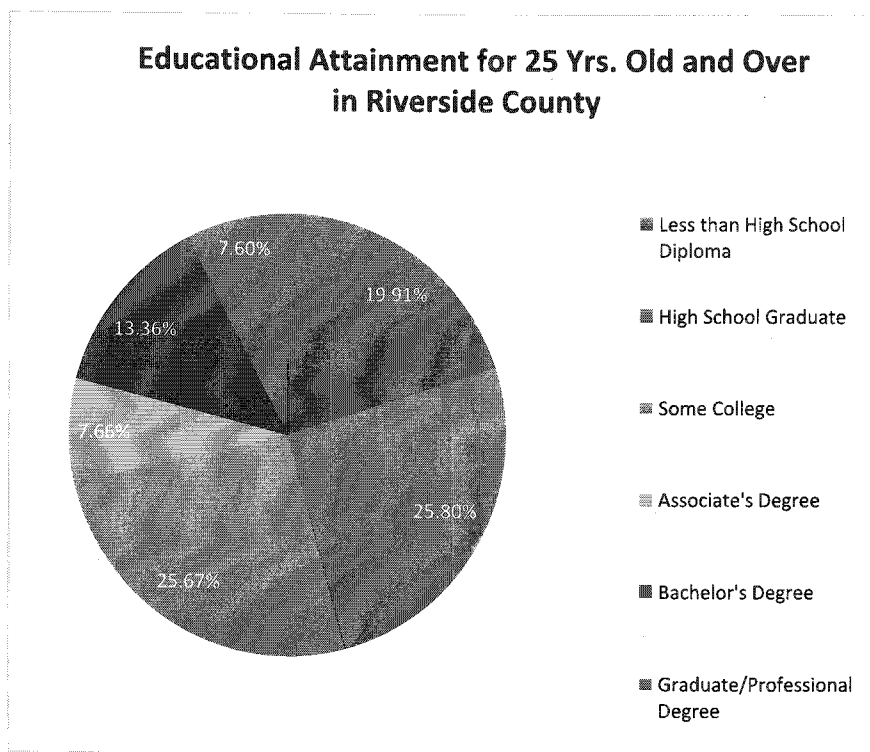


### ***Child Care***

Child care in California, in general, is expensive and one of the biggest expenses families face. For example, infant care costs 32.7% more per year than in-state tuition at a four-year public college. A minimum wage worker in California would spend 56.8% of his or her income to pay for child care for one infant. For a typical family, infant care for one child would consume about 18.6% of their income, whereas for an infant plus a 4-year old it would take up about 31.5% of their income.<sup>4</sup> At the local level, the need for affordable childcare for low-income families far outweighs the availability of subsidized childcare in Riverside County. As of May 10, 2017, the Riverside County Office of Education reports that there is a waiting list of 6,206 children who are eligible for low-cost childcare, but do not have places available for them.

### ***Educational Attainment***

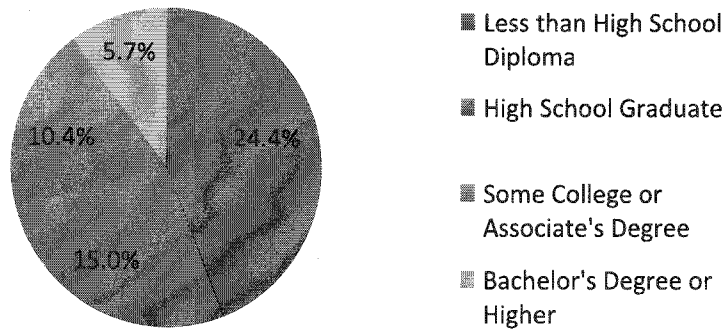
Another factor to consider in relation to poverty in Riverside County is educational attainment. The levels of educational attainment for those who are 25 years old or over<sup>5</sup> are as follows:



This shows that over 71% of those age 25 or older do not have any kind of college degree, which could increase the opportunities for better paying jobs, or increase the opportunities for upward mobility and higher earnings in current positions of employment. Also, when comparing poverty rates in Riverside County that coincide with the various levels of educational attainment for this sector of the population, it becomes clear that the lack of obtaining higher education is a big factor contributing to poverty.<sup>6</sup>



**Poverty Rate by Educational Attainment in  
Riverside County (25 yrs. old and over)**



To further illustrate the impact that the level of educational attainment has in Riverside County on this portion of its population, a comparison can be made of median earnings corresponding to each level of educational attainment.<sup>7</sup>

<b>Educational Attainment -- 25 yrs. old and over</b>	<b>Median Earnings (in 2015 Inflation-Adjusted Dollars)</b>
Less than High School Diploma	\$20,825
High School Graduate	\$29,381
Some College or Associate's Degree	\$36,050
Bachelor's Degree	\$51,331
Graduate/Professional Degree	\$71,463

***Housing***

The ability, or lack thereof, of Riverside County residents to buy homes remains a major challenge. The median home price has risen in Riverside County to \$375,000 as of March 2017, up from \$350,000 in March 2016.<sup>8</sup> Of the total number of households in the County, 310,410, or 44.39% are cost burdened, meaning that the cost of monthly housing expenses for these households, both owners and renters, exceeds 30% of the household income. Renters comprise 45.18% of these cost burdened households, while 47.82% are owner occupied households.<sup>9</sup>

### ***Income***

*Per capita* income is the mean money income received in the past 12 months, computed for every man, woman, and child in a geographic area. It is derived by dividing the total income of all people 15 years old and over by the total population in that area. The average per capita income for Riverside County is \$23,783, compared to a California state average of \$30,318 and a national average of \$28,930.<sup>10</sup>

The median household income for Riverside County is \$56,603. However, to put this into perspective, 44.6% of the total number of households, and 65.3% of the nonfamily households (consisting of people who live alone or who share their residence with unrelated individuals) in the County make less than this median annual household income.<sup>11</sup> In addition, according to the *Living Wage Calculation* for Riverside County, this median household income would not be enough to support a household with 1 adult and 2 or more children, or 2 adults with 1 or more children (as annual income before taxes).<sup>12</sup>

### ***Income and Asset Management***

Asset poverty expands the concept of poverty to include how much of a financial cushion a household has, or rather doesn't have, to weather a financial crisis such as a job loss, medical emergency or the need to fix a car. *The Asset Poverty Rate* is the percentage of households without sufficient net worth (total assets minus total liabilities) to subsist at the poverty level for three months in the absence of income. For Riverside County, the Asset Poverty Rate is 23.0%. *The Liquid Asset Poverty Rate* is the percentage of households without sufficient liquid assets (i.e. bank accounts /other interest earning assets, stocks, mutual funds and retirement accounts) to subsist at the federal poverty level for three months in the absence of income. The Liquid Asset Poverty Rate for Riverside County is 44.6%.<sup>13</sup> Also, 19.2% of Riverside County households are *underbanked*,<sup>14</sup> which means that this percentage of households have a checking and/or savings account, but have had to use at least one of the following alternative financial services from non-bank providers in the last 12 months: money orders, check cashing, remittances, payday loans, refund anticipation loans, rent to own services, pawn shop loans, and auto title loans.

### ***Nutrition***

In Riverside County, of the total students enrolled in public schools, according to the most recent data available, 63.93% were eligible for free or reduced price lunch.<sup>15</sup> This indicator, while connected to income for eligibility, also assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. In addition, of the total households in the County, 10.67%, or approximately 1 in 10 receive CalFresh benefits, which is California's version of the Supplemental Nutrition Assistance Program (SNAP). This amounts to 396,450 people for FY 2016-2017.<sup>16</sup>

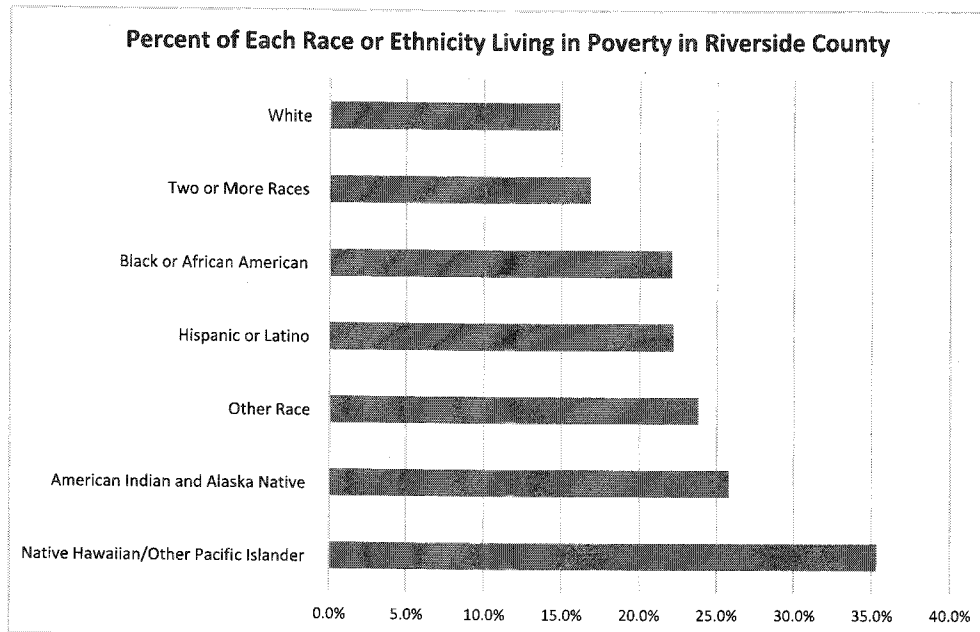
### ***Poverty Rates***<sup>17</sup>

A large percentage of Riverside County residents live in poverty, which is at or below 100% of the federal poverty guidelines. Of the County's total population, 16.2% are experiencing poverty. However, an even higher percentage of the children in the County, ages 0-17, live in poverty (22.6%). In relation to households in poverty, this translates to 103,313 households, or 14.8% of the total households in the County.

Then, of those living in poverty by household type, 46.2% are married couples, 42% have single female head of households and 11.8% have single male head of households. In addition, of the total senior population (age 65 and over), 28,265 or 9.7% live in a state of poverty. To sum up all of this data for Riverside County:

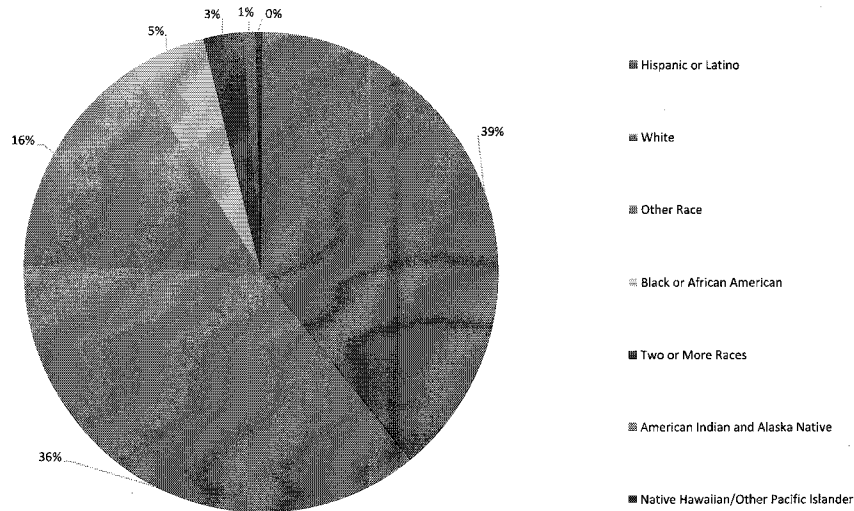
- Almost 1 out of every 6 people lives in poverty
- About 1 out of every 4 to 5 children lives in poverty
- 1 out of 7 households is affected by poverty
- Of the households struggling in poverty, 1 out of every 2 to 3 are married couples or single female head of households
- Approximately 1 out of every 10 to 11 seniors lives in poverty

Poverty rates are disproportional, however, among the different races or ethnicities. There is a disparity between the concentrations of poverty within each race or ethnicity, as well between the percentages of each race or ethnicity of the total population which is experiencing poverty in the County.



The following pie chart provides a breakdown of the total population living below the poverty level in Riverside County by race and ethnicity:

**Percent Below Poverty Level by Race and Ethnicity in Riverside County**



Although the poverty rate for Riverside County is 16.2%, there are eight incorporated cities, and twenty-five CDPs (Census Designated Places) in Riverside County that have a much higher poverty rate. Some of these have a poverty rate of even 20% or greater. A census-designated place (CDP) is a concentration of population identified by the United States Census Bureau as a statistical counterpart of an incorporated area, such as a city, town, and village. They are populated areas that lack a separate municipal government, but which otherwise physically resemble incorporated places. The CDPs listed in this CNA were recognized unincorporated communities at the time of the 2011-2015 5-Year American Community Survey.

Following are two tables showing poverty rates<sup>18</sup> in Riverside County. The first is a table of cities by poverty rate, in alphabetical order. The second is a table showing the cities and unincorporated communities (CDPs) in Riverside County with a percentage of the population with a poverty rate of 20% or greater, listed in from the highest to the lowest. This table also includes the percent of families below the poverty level in general, and then the percent of these families which are single female householder and married-couple families, since these comprise the largest number of families below the poverty level.

**Riverside County Cities by Percent of Population Below Poverty Level**

City	Total Population	Percent of Population Below Poverty level	Total Families	Percent of Families Below Poverty Level	Percent of Single Female Householder Families Below Poverty Level	Percent of Married-Couple Families Below Poverty Level
Banning	29,339	21.2	7,348	15.5	30.8	11.2
Beaumont	40,465	11.8	9,837	9.0	23.5	6.4
Blythe	12,903	24.4	3,313	24.3	52.4	7.7
Calimesa	8,219	14.8	2,099	8.6	5.6	6.9
Canyon Lake	10,892	6.5	3,020	4.4	22.0	1.7
Cathedral City	52,844	23.1	11,235	19.1	29.9	15.8
Coachella	43,247	31.6	8,723	27.9	53.2	19.4
Corona	158,869	11.7	36,618	9.1	24.5	5.7
Desert Hot Springs	27,750	34.9	6,217	31.7	55.3	22.5
Eastvale	55,836	5.9	11,798	5.0	11.7	3.1
Hemet	81,295	26.0	18,950	22.0	39.6	14.1
Indian Wells	5,158	4.6	1,879	2.6	0.0	2.8
Indio	83,192	19.5	19,578	14.8	28.8	9.4
Jurupa Valley	97,193	17.0	20,138	13.9	25.6	10.7
La Quinta	39,169	9.6	10,908	6.4	27.7	2.1
Lake Elsinore	57,548	14.6	12,646	12.0	32.5	5.8
Menifee	82,650	12.1	19,483	8.9	20.7	6.3
Moreno Valley	199,794	19.3	43,266	16.2	31.7	9.7
Murrieta	106,865	8.4	25,292	7.1	17.9	4.4
Norco	23,817	7.0	5,378	4.4	19.8	2.5
Palm Desert	50,409	10.8	12,963	7.6	19.2	5.0
Palm Springs	45,969	18.9	9,171	14.1	27.8	9.3
Perris	71,549	25.3	14,293	22.0	38.0	16.0
Rancho Mirage	17,689	11.0	4,996	6.5	32.0	3.5
Riverside	305,710	18.8	65,729	13.7	29.7	8.3
San Jacinto	45,643	20.4	10,105	15.2	29.5	10.7
Temecula	106,773	7.0	26,139	6.2	17.9	3.2
Wildomar	33,933	15.0	7,720	10.4	25.1	7.6

**Riverside County Cities and Unincorporated Communities with Poverty Rates Greater than 20%**

Total	Percent of Population Below Poverty	Total	Percent of Families	Percent of Single Female Householder	Percent of Married-Couple
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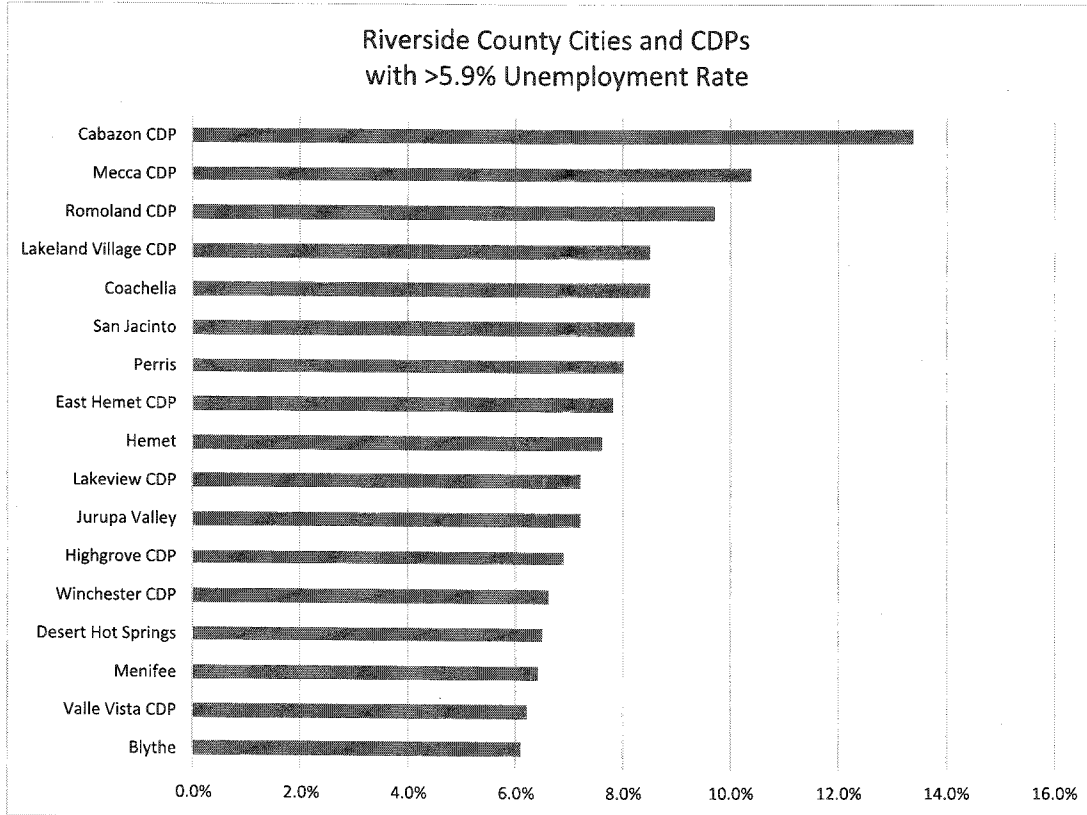
				Poverty Level	Below Poverty Level	Poverty Level
Desert Hot Springs	27,750	34.9	6,217	31.7	55.3	22.5
Coachella	43,247	31.6	8,723	27.9	53.2	19.4
Hemet	81,295	26.0	18,950	22.0	39.6	14.1
Perris	71,549	25.3	14,293	22.0	38.0	16.0
Blythe	12,903	24.4	3,313	24.3	52.4	7.7
Cathedral City	52,844	23.1	11,235	19.1	29.9	15.8
Banning	29,339	21.2	7,348	15.5	30.8	11.2
San Jacinto	45,643	20.4	10,105	15.2	29.5	10.7
<b>Unincorporated Communities</b>						
Oasis	5,173	47.1	1,053	46.4	80.5	38.1
Whitewater	611	47.0	150	36.0	65.6	17.3
Mecca	9,472	43.1	1,811	44.3	43.5	47.2
Green Acres	2,450	40.5	515	33.4	56.5	23.4
Thermal	3,104	38.3	666	36.5	49.1	34.9
Good Hope	8,453	38.1	1,634	31.2	56.0	27.4
North Shore	3,804	37.7	790	38.7	63.2	31.5
Ripley	601	36.9	136	30.1	60.3	0
Meadowbrook	3,045	35.0	633	22.4	50.0	13.3
Mead Valley	18,904	33.4	3,689	30.5	43.5	25.6
Highgrove	3,752	31.9	718	25.8	45.1	23.1
Desert Center	184	31.5	51	23.5	0	0
Cabazon	3,625	30.7	667	29.5	43.6	2.6
Homeland	6,038	26.6	1,305	19.3	12.9	21.1
Home Gardens	11,343	25.9	2,310	23.6	30.2	21
Lakeland Village	11,810	25.6	2,590	19.7	41.7	11.1
Desert Edge	4,431	25.3	1,132	16.9	26.7	14.4
Sky Valley	2,719	24.8	636	16.6	60.6	8.1
Vista Santa Rosa	3,173	23.6	687	23.1	43.6	13.7
Mesa Verde	739	23.3	173	15.6	37.2	9.1
Valle Vista	15,984	23.2	3,821	17.4	45.9	8.5
Garnet	6,770	22.8	1,502	19.9	64.1	9.6
March ARB	942	22.4	212	18.9	81.6	0
Lakeview	2,126	22.0	454	16.3	24.1	9.6
Nuevo	7,692	21.4	1,618	17.7	69.6	6.3

*Note: Cities and Unincorporated Communities are listed in descending order of percent below poverty level.*

**Unemployment**

As of January 2017, Riverside County had the fourth largest number of unemployment benefit claims in the State of California, with 22,237 claimants.<sup>19</sup> The current unemployment rate for

Riverside County is 5.9%.<sup>20</sup> However, 17 cities and CDPs have a higher unemployment rate than the County's.<sup>21</sup>



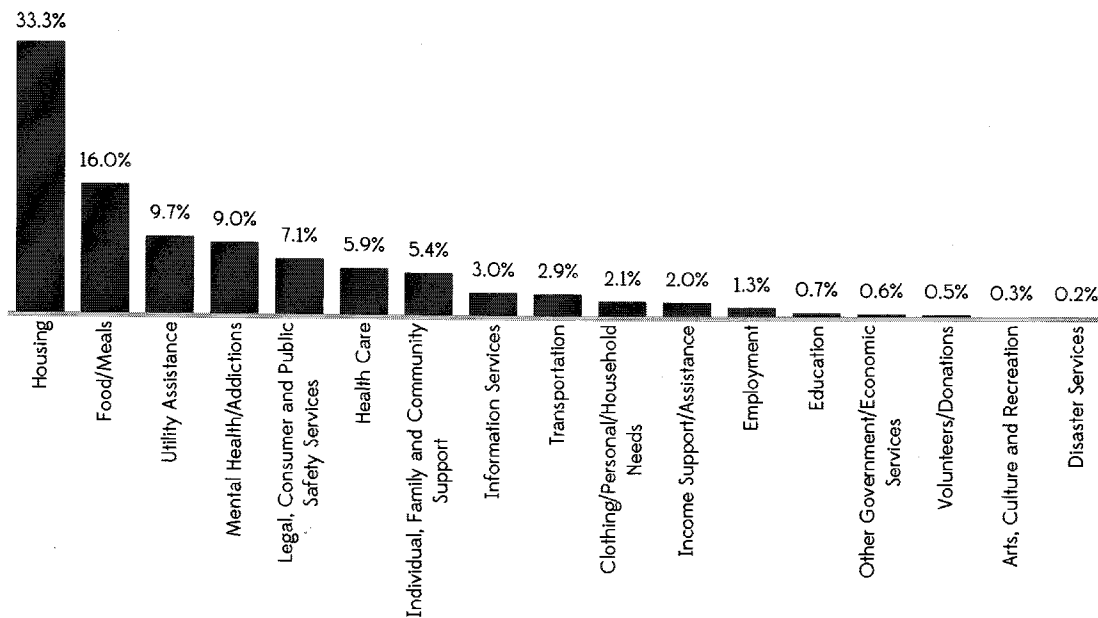
**2-1-1 Riverside County Community Report 2017**

Utilizing data gathered from over 60,000 calls through the 2-1-1 Information and

Referral/HelpLine Crisis Call Center in 2016, Community Connect provided a summary of the needs throughout Riverside County, based on requests for assistance by callers.<sup>22</sup> The top three most referred agencies by 2-1-1 Riverside County for various services in the County were: 1). County of Riverside Department of Public Social Services, 2). County of Riverside Community Action Partnership, and 3). Catholic Charities. The results are as follows:

Top 10 Needs in Riverside County	
1. Housing	6. Health Care
2. Food/Meals	7. Individual, Family and Community Support
3. Utility Assistance	8. Information Services
4. Mental Health/Addictions	9. Transportation
5. Legal, Consumer and Public Safety Services	10. Clothing/Personal/Household Needs

### Overall County Need



### Secondary Data Footnotes

Following are the data sources used in this section:

<sup>1</sup> US Census Bureau, *American Factfinder*, Cumulative Estimates of Resident Population Change and Rankings, 2016.



- <sup>2</sup> Community Commons, *Comprehensive Community Needs Assessment Tool*, [www.communitycommons.org](http://www.communitycommons.org)
- <sup>3</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>4</sup> Economic Policy Institute, *The Cost of Childcare in California* (last update: April 2016), from [www.epi.org](http://www.epi.org)
- <sup>5</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>6</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>7</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>8</sup> California Association of Realtors, *Market Data*, retrieved 5/10/2017 from [www.car.org](http://www.car.org)
- <sup>9</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>10</sup> Community Commons, *Comprehensive Community Needs Assessment Tool*, [www.communitycommons.org](http://www.communitycommons.org)
- <sup>11</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>12</sup> Dr. Amy Glassmeier and the Massachusetts Institute of Technology (MIT), *Living Wage Calculation for Riverside County, California, 2017*
- <sup>13</sup> The Corporation for Enterprise Development (CFED), *2016 Assets and Opportunities Scorecard*
- <sup>14</sup> The Federal Deposit Insurance Corporation (FDIC), *2013 National Survey of Unbanked and Underbanked Households*
- <sup>15</sup> National Center for Education Statistics (NCES), *2014-2015 Common Core of Data*
- <sup>16</sup> County of Riverside Department of Public Social Services, *Distinct Persons and Cases FY 2016-2017*
- <sup>17</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>18</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>19</sup> State of California Employment Development Department, *Labor Force Data*, March 2017
- <sup>20</sup> US Department of Labor, Bureau of Labor Statistics, January 2017
- <sup>21</sup> US Census Bureau, *2011-2015 American Community Survey 5-year Estimates*
- <sup>22</sup> 2-1-1 Community Connect, *2-1-1 Riverside County Community Report 2017*

### **Primary Data – Focus groups**

Focus groups were conducted within Municipal Advisory Council and Community Council Meetings, which are organized and regularly held by supporting staff of the members of the County of Riverside Board of Supervisors, and led by community leaders. These were held in the various supervisorial districts of the County, and served as a means of gathering direct input (primary, qualitative data) from the community on challenges faced, as well as on programs and services that would be of the greatest benefit to them. There were only two open-ended questions posed to the community members present, and to the community leaders of these councils: 1). What do you think are the major challenges you, or people in your community face trying to get ahead?, and 2). What programs or services have helped you, or you think would most benefit you and your community?

### **Responses**

#### *Major Challenges:*

- Drug abuse
- Need for mental health services
- Lack of work experience necessary to obtain jobs
- Transportation
- Cost of buying a home
- Low wages
- Traffic congestion
- Need for financial education
- High interest rates
- Cost of living
- Homelessness
- Cost of home improvements
- Graffiti
- Lack of equity in the home

*Beneficial Programs or Services*

- Covered bus stops
- Street lights
- Job search assistance
- Improved public transportation
- Utility assistance
- Weatherization
- Rental assistance

**Primary Data – Community Needs Assessment Survey**

A thorough community needs assessment survey (primary data, both quantitative and qualitative), in both English and Spanish, was distributed countywide to Riverside County residents. The survey was given in both hard copy form and online via Survey Monkey. Several staff members were involved in conducting the survey and presenting the needs assessment at numerous locations throughout Riverside County. This was done in conjunction with a variety of workshops, services and events, including, but not limited to: food distribution at food pantries, Women Infant and Child (WIC) Wellness Fairs, a large Healthy Living Extravaganza, local community health fairs, a Riverside County Health Expo, the Riverside Area Veterans Expo, presentations at libraries, community centers, family resource centers and senior centers, presentations to Head Start parents, at Volunteer Income Tax Assistance (VITA) sites to customers receiving free tax preparation services, at apartment complexes in conjunction with presenting the weatherization program, to utility assistance customers at the front desk and in energy clinics, at mobile home parks, and by weatherization inspectors directly to customers.

Fliers were distributed, both hard copy and electronically via email, with links to the survey on Survey Monkey. This distribution included, but is not limited to: various school districts throughout Riverside County (through Peach Jar), various conferences, collaborative email lists, email distribution lists of constituents connected with Municipal Advisory Council and Community Council Meetings in their respective districts, and email distribution lists of various partners and subcontractors.

**Results**

The content analysis of the 2,490 surveys done demonstrates that the low-income residents of Riverside County consider the following to be the top ten (10) needs in their communities. These results from the community needs assessment survey are provided from the English survey and the Spanish survey separately.

<b>Top Ten Needs from the Needs Assessment Survey</b>	
<b>English Survey</b>	<b>Spanish Survey</b>
1. Dental Care	1. ESL Classes

2. Health Care	2. Employment
3. Employment	3. Food Assistance
4. Heating/Utility Assistance	4. Health Care
5. Financial Assistance	5. Dental Care
6. Food Assistance	6. Utility Bill Assistance
7. Rental Housing Assistance	7. Financial Assistance
8. College Education	8. Rental/Housing Assistance
9. Child Care	9. Transportation
10. Animal Care/Spay/Neuter Services	10. Child Care

***Utilization of Results***

CAP Riverside takes the community needs assessment process beyond the compliance level by incorporating the results into ongoing program development, trend setting, resource sharing, and strategic planning. This enables CAP Riverside to develop innovative and new solutions to old problems. CAP Riverside’s program development strategies are aligned to address the top priorities reflected in the Community Needs Assessment. Existing programs are reviewed to consider expansion and/or modification of services. Subcontracting CSBG funds is coordinated to facilitate innovative external programs to address the top priorities as funding initiatives.

***Strategic Plan and Community Assessment***

CAP Riverside’s strategic goals and strategies are aligned with Results-Oriented Management and Accountability (ROMA) philosophy. They are feasible and outcome-based, and will be implemented in line with the results of the community assessment. The strategic plan outcomes and Community Needs Assessment priorities are also incorporated in the National Performance Indicators (NPI) 801s.

**AGENCY GOAL 1: EDUCATION AND WEALTH BUILDING**

**Increase education and wealth building opportunities for low-income people.**

- *ROMA Goal 1: Low-income people become self-sufficient.*
- *ROMA Goal 2: Conditions in which low-income people live are improved.*
- Sustain and improve asset-building opportunities for low-income individuals through the expansion of the Individual Development Account Program (IDA).
- Expand the availability of financial literacy education in all agency programs.
- Increase employment supports and training opportunities for the working poor, youth and veterans.
- Expand outreach to low-income people for access to Earned Income Tax Credit benefits.
- Expand training opportunities for volunteers in all agency programs.

***Programs and services offering education and wealth building opportunities that strengthen individuals and families.***

- *Community Conflict Resolution Education*
- *Energy Consumer Education and Disaster Preparedness Education*
- *Earned Income Tax Credit (EITC)/Volunteer Income Tax Assistance (VITA)*

- *Individual Development Account (IDA)*
- *On-The-Job Training and Pre-Apprenticeship Programs*
- *Project L.E.A.D. (Linking Education, Advocacy and Development)*
- *Parent/Child Poverty Reduction Program (with laptops)*

## **AGENCY GOAL 2: ADVOCACY**

**Increase low-income citizen participation in local, state, and national efforts to end poverty.**

*ROMA Goal 3: Low-income people own a stake in their community.*

- Maintain a diverse group of commissioners with backgrounds in employment, education, social service, political and community to preside over the Community Action Commission.
- Offer opportunities that empower low-income people to provide testimonies at public hearings, local forums and community events.
- Engage low-income people in creating programs and serving on local boards and task forces.

*Programs and services offering opportunities for individuals to engage in policy and decision-making activities.*

- *Coalition Building*
- *Energy Task Force*
- *Public Relations, Marketing and Outreach*
- *Partnerships with nonprofits supporting self-sufficiency*

## **AGENCY GOAL 3: COMMUNITY ORGANIZING**

**Increase involvement of all community stakeholders to end poverty by working to improve the conditions in their communities.**

*ROMA Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.*

*ROMA Goal 6: Low-income people achieve their potential by strengthening family and other support systems.*

- Develop a fund diversification plan that focuses on resources necessary to build and increase funding streams to support all agency programs and services.
- Fund delegate agencies with a proven track record to fill gaps in services as determined by the results of the community needs assessment.
- Expand partnerships with other community service providers who help low-income people improve their communities.
- Expand the pool of agency volunteers to end poverty in their communities.
- Expand access of education and services that benefit all residents.

*Programs and services offering opportunities that improve the quality of life in Riverside County.*

- *Arbitration Services*
- *Community Mediation Services*
- *Court Mediation Services*

- *Crisis/Disaster Response*
- *Healthy Communities / Food Security*
- *Home Weatherization*
- *Notary Services*
- *Partnerships / Coalition Building*
- *Peer Mediation Program*
- *Riverside County Mentor Collaborative*
- *Utility Bill Payment Assistance*
- *Volunteer Mediators Program*
- *Volunteer Tax Preparers Program*
- *Warm / Cool Centers*

**GOAL 4: AGENCY CAPACITY BUILDING**

**Increase the agency's ability to provide services and support to low-income people.**

*ROMA Goal 5 – Agencies increase their capacity to achieve results.*

- Develop a marketing plan designed to effectively communicate the nature and value of agency services.
- Provide additional opportunities and services.
- Expand technology and education to assist those with the greatest needs.
- Expand the use of volunteers to support the services of the agency.
- Expand partnerships among service providers and supporters to ensure a broad range of referral resources.
- Expand agency presence on local policy councils and decision-making boards.
- Ensure staff has the knowledge, skills and abilities needed to provide efficient and quality services through ongoing professional development.
- Have regularly updated desk procedures for each position

***Programs and services offering support to increase the capacity of CAP Riverside and its partners to sustain programs, services and initiatives***

- *Annual Report and Information/Impact Stories on Social Media*
- *Branding, Marketing and Outreach*
- *Community Action Academy / Technical Assistance*
- *Community Events and Community Needs Assessments*
- *Delegate Agency Program*
- *Fund and Resource Development*
- *Lingafelter Program Development Fund*
- *Partnerships / Coalition Building*
- *Professional Development*
- *Volunteer Appreciation and Training*

Top Needs (In order, the first 10 from English surveys, the last 2 from Spanish surveys, not previously listed)	Agency Priority (Yes/No)	Description of Programs/Services Directly Provided by Your Agency	Coordination Efforts
Dental Care	No	CAP Riverside works closely with Riverside University Health Systems/Public Health to provide referrals to local community services resources.	
Health Care	No	CAP Riverside works closely with Riverside University Health Systems/Public Health to provide referrals to local community services resources.	
Employment	Yes	CAP Riverside supports and promotes employment and job placement/training programs for low-income residents such as the Pre-Apprenticeship Program, Veterans Education and Employment Program (VEEP), Riverside County Temporary Assignment Program, Project L.E.A.D.(Linking Education, Advocacy and Development), and Volunteer Income Tax Assistance (VITA) preparers.	May subcontract to Delegate Agencies to provide direct services; work with private employers for job placement and on-the-job training opportunities
Heating/Utility Bill Assistance	Yes	CAP Riverside provides utility bill assistance, as well as weatherization services and conservation education	

			through its energy programs.	
Financial Assistance	No		CAP Riverside does not address this need directly, but provides referrals to other County and local community services resources.	
Food Assistance	No		CAP Riverside does not address this need directly, but provides referrals to local community services resources.	
Rental/Housing Assistance	Yes		CAP Riverside provides a savings match Individual Development Program (IDA) which has first-time home purchase as one of the assets to save for, and works with the Housing Authority of the County of Riverside and its first-time home buyers' down payment program.	CAP Riverside partners with the Housing Authority of the County of Riverside and its first-time home buyers' down payment program.
College Education	Yes		CAP Riverside provides a savings match Individual Development Program (IDA) which has post-secondary education/vocational training as one of the assets to save for.	
Child Care	Yes		CAP Riverside does not address this need directly, but provides referrals to the Riverside County Office of Education information referral line for listings of available quality child care centers.	CAP Riverside is on the board of the Riverside County Child Care Consortium and the State of California Department of Education Local Planning Council, both of which promote early childhood education and childcare.
Animal Care/Spay/Neuter	No		CAP Riverside does not address this need directly, but provides referrals to	

Services		other County and local community services resources.
ESL Classes	No	CAP Riverside does not address this need directly, but provides referrals to local adult schools, community colleges and community services resources.
Transportation	Yes	CAP Riverside works with the Riverside Transit Authority and Sunline, and provides referrals to local community services resources.  CAP Riverside partners with the Riverside Transit Authority and Sunline to share routes leading to services.

**Instructions:**

- Top Needs:** list the top needs from your most recent Needs Assessment
- Agency Priority:** Enter a Yes or No in the box to indicate if the need will be addressed directly or indirectly. If the need will not be met please provide explanation in narrative section below.
- Description of programs/services/activities:** Briefly describe the program, service or activity that your entity will directly provide.
- Coordination:** If your agency will address the need through coordination, describe what organizations and/or coalitions you will work with to meet the need, including the roles of each party.
- Page:** Please include the location where this information can be found.



**Insert Narrative (Explain why need will not be met.)**

All needs will be met either through direct services (by the agency or subcontractors), or through referrals to community services resources.

## DOCUMENTATION OF PUBLIC HEARING(S)

California Government Code 12747(b)-(d) requires all eligible entities to conduct a public hearing in conjunction with their CAP. In pursuant with this Article, agencies are to identify all testimony presented by the low-income and identify whether or not the concerns expressed by that testimony are addressed in the CAP.

Provide a narrative description of the agency's public hearing process and methods used to invite the local community to the public hearing(s), and the methods used to gather the information about the low-income community's needs. Examples include: Surveys, public forums, and secondary data collection.

Note: Public hearing(s) shall not be held outside of the service area(s).

**Public Hearing Process (Insert Narrative)**

The County of Riverside Community Action Partnership, a public community action agency, submits its Plan to its governance board, the Riverside County Board of Supervisors, for approval. This occurs after the Riverside County Department of Public Health, the County of Riverside Community Action Partnership Executive Director, after which the Community Action Commission formally approves the Plan at a Commission meeting. Approval of the Plan by the Board of Supervisors requires a public hearing. A request, via a Riverside County Form 11, is submitted to the appropriate county departments to add the hearing to an upcoming public Board of Supervisors' general meeting. Time on the Board of Supervisors' agenda is allotted depending upon the purpose of the hearing; generally no more than ten (10) minutes. Time is also reserved on the agenda for "Public Comments" where anyone from the community may sign-up to speak by submitting a "Speaking Request" card at the time of the meeting. The County of Riverside Community Action Partnership invites low-income representatives, Commissioners, program participants, staff, and partners to speak before the Board of Supervisors to share how CSBG and the County of Riverside Community Action Partnership have impacted their lives.

The County of Riverside's Board of Supervisors office posts all their meetings agendas on the Thursday before their Tuesday meetings. The agendas are posted on their website and on the bulletin boards located outside the County Administration Center. The public has access to view the agendas 24 hours a day. The public hearing is also announced on the County of Riverside Community Action Partnership's website and Facebook page. Flyers announcing the public hearing are also posted in the lobbies of the County of Riverside Community Action Partnership main office and in the 4 satellite offices as well.

In addition to the formal public hearing, the County of Riverside Community Action Partnership attended four formal community municipal advisory committee meetings to seek feedback from the community-at-large about poverty-related issues and challenges in the county. These meetings were in four different supervisorial districts. During the meeting community members were asked two (2) open ended questions: 1). What do you think are the major challenges you, or people in your community face trying to get ahead?, and 2). What programs or services have helped you, or you think would most benefit you and your community? The responses from these meetings are located below in Attachments.

Below is an example of a diagram that can be used to capture and identify testimony of the low income.

Comment/Concern	Was the concern addressed in the CAP?	If so, indicate the page #	If not, indicate the reason
Job training needs	Yes	32	N/A
Transportation needs in ABC, CA	No	N/A	Due to limited funding, agency meets 50% of the transportation needs in ABC, CA.

**Attachments**

- Provide a copy of each public hearing notice published in the media.
- Provide a summary of all testimony presented by the low-income population:

**Responses from community members at the Municipal Advisory Committee Meetings**

*Major Challenges:*

- Drug abuse
- Need for mental health services
- Lack of work experience necessary to obtain jobs
- Transportation
- Cost of buying a home
- Low wages
- Traffic congestion
- Need for financial education
- High interest rates
- Cost of living
- Homelessness
- Cost of home improvements

- Graffiti
- Lack of equity in the home

*Beneficial Programs or Services*

- Covered bus stops
- Street lights
- Job search assistance
- Improved public transportation
- Utility assistance
- Weatherization
- Rental assistance

## FEDERAL ASSURANCES

Public Law 105-285 establishes programmatic assurances for the State and eligible entities as a condition of receiving CSBG funds. Provide a detailed narrative describing the activities your agency will conduct that will enable low-income families and individuals to achieve the programmatic purposes listed below. **(Federal Assurances can be found on Public Law pages 2736-2739)**

**1. Programmatic Purposes**

(A) to support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers and elderly low-income individuals and families, and a description of how such activities will enable the families and individuals—

(i) to remove obstacles and solve problems that block the achievement of self-sufficiency, (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

The County of Riverside Community Action Partnership, a public community action agency, provides various in-house and subcontracted services to meet the needs of low-income residents in its service territory. Such services include, but are not limited to:

- The Riverside County Individual Development Account (IDA) Program: financial capability education and matched savings incentives for homeownership, higher education, or small business ownership or expansion;
- The Veterans Education and Employment Program (VEEP): education and on-the-job training and placement program for U.S. Veterans; and,

- Community referrals for all other services, such as for homeless services, not provided directly by the County of Riverside Community Action Partnership.

(ii) secure and retain meaningful employment;

- The Veterans Education and Employment Program (VEEP) : on-the-job training and placement program for U.S. Veterans; and,
- Establishing relationships within the business community and local Chambers of Commerce to facilitate an increase in available job opportunities.
- Community referrals for all other services not provided directly by the County of Riverside Community Action Partnership.

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

- The Riverside County Individual Development Account (IDA) Program: financial capability education and matched savings incentives for homeownership, higher education, or small business ownership or expansion;
- Project L.E.A.D (Linking Education, Advocacy, and Development): Train volunteers to provide mentoring and tutoring to students in middle school after school programs;
- Pre-Apprenticeship Program: places high school juniors and seniors with private small businesses that provide workplace mentoring and on-the-job training; and,
- Explore partnerships with local colleges and universities to facilitate accredited educational course opportunities and tuition discounts.
- Community referrals for all other services not provided directly by the County of Riverside Community Action Partnership.
- Parent/Child Poverty Reduction Program (with laptops)

(iv) make better use of available income;

- The Riverside County Individual Development Account (IDA) Program: financial capability education and matched savings incentives for homeownership, higher education, or small business ownership or expansion;
- The Veterans Education and Employment Program (VEEP): on-the-job training and placement program for U.S. Veterans;
- Giving presentations/information and encouraging the development/adoption of resolutions for the benefit of low-income people at local government meetings across the County; and,
- Community referrals for all other services not provided directly by the County of Riverside

Community Action Partnership.

(v) obtain and maintain adequate housing and a suitable living environment;

- The Riverside County Individual Account (RivCo.IDA) Program: financial capability education and matched savings incentive for homeownership; higher education, or small business ownership or expansion;
- Weatherization Program: Installation of various energy conservation measures to make homes more energy efficient and safe

(vi) obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and

The County of Riverside Community Action Partnership does not have an internal program that provides emergency loans. Agency staff make community referrals and consult with the 2-1-1 Riverside County Services Information hotline on behalf of needy low-income residents.

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to;

(l) document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and;

The County of Riverside Community Action Partnership engages in various partnerships, empowerment strategies, and collaborative efforts to engage low-income people in grassroots leadership efforts and community affairs. Low-income people are encouraged to join community boards, partner with law enforcement, and express their opinions before elected officials. Other inclusive activities include:

- Consumer Education Workshops: energy conservation/financial education to help customers learn how to reduce utility costs and budget to prevent financial crises;
- Dispute Resolution Center (DRC): low-cost court and community mediation and conciliation services; mediation training; school peer mediation training; police referral training, and community education workshops;
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections;
- Volunteer Income Tax Assistance (VITA) Partners Council: partnership to promote free tax preparation and tax credits;
- Energy Task Force: a multi-sector network of public and private service agencies and elected-officials that review and recommend energy-related policies and services that affect low-income families;

- Cool/Warm Centers Partners Council: volunteer sites for residents to escape severe hot and cold weather;
- HEAL Zone (Healthy Eating and Active Living): partnership and community engagement effort that converts unhealthy neighborhoods to healthy ones; and
- Riverside County Child Care Consortium Board and State of California Department of Education Local Planning Council: advocacy for early childhood education and quality affordable child care.

(II) strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

Dispute Resolution Center (DRC): low-cost court and community mediation and conciliation services; mediation training; school peer mediation training; community education workshops; and police referral training.

Please indicate the activities your agency sponsors to satisfy the Federal Assurance listed in #1 above (check all that apply):

- Disaster Preparedness and Relief
- Energy Support
- Job Training
- Asset Development Programs
- Educational Support
- Career Development
- Volunteer Coordination Efforts
- Food Resources
- Health Education
- Tax Preparation /Tax Credit Information
- Mentoring
- Parent Support
- Child Development Information
- Medical Service Access
- Home Visiting/Case management
- Childcare Services/Head Start
- Other: Family Technology
- Other: Click here to enter text.

## 2. Needs of Youth

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community

coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as—

(i) programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and

Please select the types of programs your agency sponsors to address the needs of youth:

- Youth Mediation Programs
- Youth Mentoring Programs
- Tutoring
- Life Skills Training
- Youth Employment
- Entrepreneurship Programs for Youth
- Other: Click here to enter text.
- Other: Click here to enter text.
- Other: Click here to enter text.

**Narrative Response:**

The County of Riverside Community Action Partnership provides assorted in-house services, engages partnerships, and participates in community collaboratives/coalitions to address youth-related issues which include:

- Dispute Resolution Center (DRC): school peer mediation training and community education workshops;
- Project L.E.A.D (Linking Education, Advocacy, and Development): Volunteers are trained to provide mentoring and tutoring to students in middle school after school programs;
- Pre-Apprenticeship Program: places high school juniors and seniors with private small businesses that provide workplace mentoring and on-the-job training;
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that assist and support safe, positive mentor-protégé connections; and,
- Community referrals for all other services not provided directly by the County of Riverside Community Action Partnership.

(ii) after-school childcare programs

- Project L.E.A.D (Linking Education, Advocacy, and Development): volunteers trained to provide mentoring and tutoring to students in middle school after school programs; and,
- Riverside County Mentor Collaborative (RCMC): partnership of mentoring programs that

assist and support safe, positive mentor-protégé connections.

**3. Coordination of Other Programs**

(C)To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts)

Please indicate the types of programs your agency coordinates services with:

- Local Workforce Investment Boards
- Social Service Departments
- CSBG MSFW Agency
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Community Based Organizations
- Other: Other Community Action Agencies
- Other: Other County of Riverside Departments
- Other: Women Infant and Children Program

**Narrative Response:**

The County of Riverside Community Action Partnership engages in various partnerships and community collaboratives/coalitions to facilitate a network of social services for low-income populations. If the County of Riverside Community Action Partnership does not provide a direct service, they make referrals to community partners equipped to handle the needs of the poor. The County of Riverside Community Action Partnership will also collaborate with other County of Riverside departments to provide and increase wraparound services across the County social services spectrum.

**4. Emergency Food and Nutrition**

Describe how your agency will provide emergency supplies and services, nutritious foods, and related services to counteract conditions of starvation and malnutrition among low-income individuals.

The County of Riverside Community Action Partnership coordinates with community and faith-based organizations and public institutions to help provide food security and customer referrals countywide. The Executive Director of the County of Riverside Community Action Partnership is on the Department of Public Social Services' Emergency Food and Shelter Board. The County of Riverside Community Action Partnership has partnered with Community Connect to develop and continually update supervisorial district-based food resource directories to communities and graduates of healthy living programs, home-bound seniors, the disabled, veterans, and families with very young children. The County of Riverside Community Action Partnership staff continue to serve on countywide nutrition and



food support coalitions and collaboratives. The County of Riverside Community Action Partnership partners with the State of California Community Services Department (CSD) when disasters strike locally such as severe rains, flooding, and wild fires. Food vouchers, rental assistance, blankets, and sleeping bags, along with disaster kits are provided to victims of disasters.

##### 5. Employment and Training

Describe how your agency will coordinate with, and establish linkages between, governmental and other social services programs to assure the effective delivery of services and avoid duplication; and describe coordination of employment and training activities as defined in section 3 of the Workforce Innovation and Opportunity Act [29 U.S.C. 3102].

Please indicate the types of entities your agency coordinates services with:

- Workforce Investment Boards
- Social Service Departments
- One-Stop Centers
- Child Care Centers
- Faith-Based Organizations
- Local Colleges
- Adult Education programs
- Job Training Organizations
- CSBG MSFW Agency
- CalWORKS
- Community Based Organizations
- Substance Abuse Treatment Providers
- Other: The Veterans Administration
- Other: Click here to enter text.
- Other: Click here to enter text.

Narrative Response:

The County of Riverside Community Action Partnership serves as the lead agency and/or is a member of networks, collaboratives and boards that provide services to the poor in Riverside County. This facilitates the agency's efforts to leverage, coordinate, centralize, and share resources and funds to move people out of poverty. These linkages cover all service constructs such as:

- Child Care: representative on the Local Planning Council for the California Board of Education and board member of Riverside County Child Care Consortium
- Youth Mentoring/Tutoring: lead agency of Riverside County Mentor Collaborative (RCMC); member of the Youth Opportunity Council; and member of the PRIME Time After School Programs Coalition

- Employment and Employment Training: board member of the Workforce Investment Board (WIB); Veterans Education and Employment Program (on-the-job training program); Pre-Apprenticeship Program (youth on-the-job mentoring program)
- Alternative Dispute Resolution: member of the National Association of Mediation; contracted mediation services for Riverside Court System; countywide recognized Peer Mediation trainer for schools; authorized trainer of volunteer mediators and community mediation countywide; and authorized trainer for law enforcement agencies on mediation referrals
- Health, Nutrition, and Food Security: board member of Riverside County Community Health Centers Board, member of the Riverside County Health Coalition, the California Nutrition Action Plan Coalition, and the Eastside Riverside HEALZone leadership team (Healthy Eating and Active Living)
- Disaster Preparedness and Relief: member Riverside County Emergency Services Collaborative; lead agency for countywide Cool and Warm Centers; founder and lead agency for the Energy Task Force; member of State Energy Council Advisory Committee
- Establish neighborhood leaders to assist in disseminating information to residents.
- Secure key contacts with leaders of various organizations in cities throughout Riverside County.
- Create a database, by cities, of community leaders as emergency contacts and local stakeholders.
- Continue ongoing training of staff with the Office of Emergency Services

The County of Riverside Community Action Partnership submits any applicable federal grant proposals to the State of California Single Point of Contact (SPOC) unit for review for duplicity of services. This ensures that there is not duplicity of services within the county when applying for grants.

The County of Riverside Community Action Partnership partners with the Riverside County Department of Public Social Services (DPSS) and its various welfare-related divisions to provide resources and opportunities for recipients of public assistance. This includes reserving slots in the County of Riverside Community Action Partnership matched savings incentive program, Riverside County Individual Development Accounts (IDA) and recruiting welfare-to-work participants to job training programs such as certified tax preparers.

#### **6. Low-Income Home Energy Assistance**

Describe how your agency will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that the emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in the community.

The County of Riverside Community Action Partnership serves on the Low-Income Home Energy Assistance Program (LIHEAP) Providers Committee that helps to coordinate LIHEAP services and programs statewide. The County of Riverside Community Action Partnership also works closely with the California Public Utilities Commission to ensure equitable energy-

related policies and services for the poor statewide. On a local level, the County of Riverside Community Action Partnership created the Riverside County Energy Task Force to ensure that low-income residents' voices are heard relevant to energy-related policies and services. Energy Task Force members include representatives from elected officials, Riverside County Office of Emergency Services, Department of Public Health, first responders, and other energy-related entities.

The County of Riverside Community Action Partnership ensures that emergency energy services are delivered countywide by partnering with over 100 community and faith-based partners to provide utility bill payment assistance and weatherization application opportunities and referrals for eligible low-income residents. Opportunities include energy clinics held at the facilities of partners located in identified poverty pockets throughout the county. Pockets are identified by U.S. Census Bureau data mapped by Geographic Information System (GIS). Outreach is scheduled based on poverty density reflected by the G.I.S. mapping. The "CAP Mobile", the County of Riverside Community Action Partnership's mobile unit, is used to reach residents who live in rural isolated areas of the county. The County of Riverside Community Action Partnership coordinates with CSD to provide disaster relief when disasters, such as wild fires, storms, and severe rains strike.

#### **7. Faith-Based Organizations, Charitable Groups, and Community Organization Partnerships**

Describe how your agency will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

Please select the various organizations that your agency forms partnerships to serve low-income residents in your service area, check all that apply:

- Local school districts
- Social Service Departments
- State agencies
- Colleges
- Faith-Based Organizations
- Community Based Organizations
- Local Utility Companies
- Charitable Organizations
- Homeless Programs
- Participant in County Taskforce
- Local Food Banks
- Other: Other County of Riverside Departments
- Other: Click here to enter text.
- Other: Click here to enter text.

**Narrative Response:**

The County of Riverside Community Action Partnership coordinates with over 432 community partners to leverage funds, staff, and other resources to assist low-income residents. This diverse network of partners includes multi-level referrals between public and private sector social service providers, homeless services / continuum of care providers, faith-based organizations, senior centers, school districts, post-secondary educational institutions, after school programs, healthy living and nutrition programs, disaster preparedness services, job placement and training programs, veterans services, Head Start, child care centers and providers, services for the disabled, public transportation agencies, health centers, financial institutions, private enterprises, community centers, superior courts, law enforcement agencies, Human Rights Commissions, etc.

**8. Establishment of Procedures for Adequate Board Representation**

Describe your agency's procedures for establishing adequate board representation under which a low-income individual, community organization, religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism).

The Community Action Commission (the Commission) is the County of Riverside Community Action Partnership administrative tri-partite board and oversees the activities and policies of the agency. Low-income representatives are democratically elected in the County district/community in which they reside, and reflect the votes (voice) of low-income residents. Community members, inclusive of low-income members and organizations, have many opportunities to provide input to the representation of low-income residents on the Community Action Commission. The primary opportunity is via community meetings. However, face-to-face, faxed, mailed, emailed, and phoned input are always accepted.

Low-income residents and their representatives are encouraged to run for a seat on the Commission. Should an interested party not be elected, they can submit a petition to the Membership Committee of the Commission. The Membership Committee reviews the petition to determine if it has merit and then forwards it to the full Commission, with recommendations, as an Agenda Action Item at the next available Commission meeting.

**9. Cost and Accounting Standards**

Describe how your agency will ensure that cost and accounting standards of the Office of Management and Budget apply to a recipient of the funds.

In accordance with accounting standards and requirements of the Office of Management and Budget (OMB) Circulars, the County of Riverside Community Action Partnership utilizes a cost allocation plan to ensure equitable distribution of expenditures across all Federal/State grants. Direct expenditures are identified by individual program codes and are tracked accordingly.

As a local government agency the County of Riverside Community Action Partnership adheres to the policies and procedures set forth by the County of Riverside in its Standard Practice Manual. The County's procurement policy requires a competitive bid process and financial review for its vendors. The County of Riverside Community Action Partnership is also in compliance with specific State guidelines and has established its own internal policies and procedures. Sub-contractors are monitored on a regular basis to ensure compliance with all contract and OMB requirements.

**10. Service Delivery System**

- a. Provide a description of your agency's service delivery system, for services provided or coordinated with CSBG funds targeted to low-income individuals and families in communities within the State.
  
- b. Provide 2-3 examples of changes made by your agency to improve service delivery to enhance the impact for individuals, families, and communities with low-incomes based an in-depth analysis of performance data.

The County of Riverside Community Action Partnership service delivery system follows three parallel avenues: 1) programs directly administered by CAP Riverside (in-house); 2) programs funded by the County of Riverside Community Action Partnership through a Request for Proposal (RFP) process (subcontracted); and 3) programs established as "demonstration" programs. Participants are encouraged to cross-enroll in programs to maximize resources for achieving self-sufficiency.

In-house programs include: Energy Services (utility bill payment assistance, energy conservation education, and home weatherization services); Alternative Dispute Resolution (mediation, arbitration, peer mediation training, and community education workshops); Pre-Apprenticeship Programs (youth workplace mentor / job training program); on-the-job training for veterans (Veterans Education and Employment Program); Earned Income Tax Credit (EITC), Free Tax Preparation Program (Volunteer Income Tax Assistance - VITA), and year-round free tax-preparation; savings incentives (Individual Development Accounts – IDA); and disaster preparedness and relief (Cool / Warm Centers, etc.).

The County of Riverside Community Action Partnership sub-contracts services to cover challenges identified by its biennial community needs assessment. Sub-contracting is conducted by the Riverside County Purchasing Department using a competitive Request for Proposals/Qualifications (RFP/Q) bid process. Evaluators on the RFP/Q review team ensure selected proposals are reflective of the County of Riverside Community Action Partnership's mission and goals. For example, the County of Riverside Community Action Partnership has previously sub-contracted its after school mentoring/tutoring program for middle school youth (Project L.E.A.D. -- Linking Education, Advocacy, and Development); services that help maintain seniors in their mobile homes by bringing the exteriors up to county code; an after hours/after school youth music and skills training program; a collaborative effort to provide access to services in the desert area of Coachella Valley; an on-the-job training for the

mentally disabled; and immediate housing for homeless youth/young adults with targeted support services. Sub-contracting is dependent upon available CSBG funds.

The County of Riverside Community Action Partnership incorporates community referrals to outside programs and services as a part of its service delivery strategies.

### **11. Linkages**

Describe how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management, and follow-up consultations.

An analysis of the community needs assessment identifies what needs to be facilitated via the agency's service delivery strategies. Anything outside the internal scope of services is flagged as a gap in service for which a community referral must be made. All staff are trained to make referrals to help meet customers' needs. Customers are also directed to 2-1-1 Riverside County community resource hotline or website for assistance. All in-house programs provide supplemental information about community resources that will enhance the County of Riverside Community Action Partnership program benefits. The County of Riverside Community Action Partnership clerical staff maintain a directory of frequently requested programs and services, which is shared with program staff.

Several staff members from various internal agency programs have been trained as community resources specialists. They represent the agency at community workshops, fairs, and events. They also serve as internal reference points for staff seeking services for their customers.

The County of Riverside Community Action Partnership establishes beneficial partnerships with public, private, community and faith-based service providers to fill identified gaps in its services. CAP Riverside makes referrals to those partners with quality reputations that are located in diverse sites and poverty pockets throughout the county, and that meet a community need. For example, the County of Riverside Community Action Partnership holds Energy Clinics countywide, particularly in remote, rural areas. Community partners host the clinics. During these clinics, low-income residents receive information on energy conservation, energy assistance programs, community resources and consumer education. Residents can also complete an application for weatherization, emergency energy assistance and utility payment assistance. The County of Riverside Community Action Partnership provides training workshops for the partner agencies. Partners receive training on: energy programs eligibility criteria; how to complete and process applications; energy conservation measures; how to make referrals to community resources; how to read utility bills; helpful consumer tips; cultural diversity; and customer service techniques. Partners also receive resource materials, applications and outreach materials in English and Spanish.

Participants in both short-term and long-term CAP Riverside programs, such as IDA, Veterans Education and Employment Program and Pre-Apprenticeship, receive one-on-one case

management with the respective Program Manager. Case management is often used as a means of assessing the customer's needs and how they are best addressed. This assessment may include referrals to outside sources. Follow-up case management evaluates the customer's use of resources, including referrals, and is documented in case notes and maintained in the customer's file. An example is documenting the opening of a savings account when an unbanked participant completes a requisite banking course. The use of the resource is tracked by the Program Manager to determine its effectiveness and consideration of additional referrals.

## **12. Funds Coordination**

Describe how CSBG funds will be coordinated with other public and private resources.

Each CSBG program administered by the County of Riverside Community Action Partnership leverages CSBG funds with public and/or private and in-kind support. CSBG funds are also sub-granted to community and faith-based organizations that may use funding to leverage with other funding streams. Grantmaking and fund development is centralized in the County of Riverside Community Action Partnership's Planning Division. This division generates grant applications for various projects, and tracks funding and resource development efforts.

## **13. Innovative Community and Neighborhood Initiatives (Including Fatherhood/Parental Responsibility)**

Describe how your agency will use funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle which may include fatherhood and other initiatives with the goal of strengthening families and encouraging effective parenting.

Please select the community and neighborhood initiatives your agency will use to fulfill the purpose of this subtitle:

- Fatherhood Strengthening Classes
- Counseling
- Non-court-ordered parenting classes
- Co-parenting communication skills
- Classes assisting incarcerated or recently paroled men
- Job training and employment assistance
- Other: Facilitating no-cost farmers' markets in low-income neighborhoods
- Other: Partnering with organizations to facilitate family physical fitness programs
- Other: Click here to enter text.

Narrative Response:

The County of Riverside Community Action Partnership uses funds to support innovative community and neighborhood-based initiatives in accordance to Public Law 105-285 and CAP

ROMA Goals 4 and 6: Partnerships among supporters and providers of services to low-income people are achieved; Low income people achieve their potential by strengthening family and other support systems. One program administered by the County of Riverside Community Action Partnership that helps develop strong fathers is the IDA Program, which teaches financial skills and goal-setting. CAP Riverside refers customers to other community fatherhood programs. The County of Riverside Community Action Partnership sub-grants CSBG funds to community programs that address the top three (3) challenges of poverty identified by the community needs assessment. The agency looks for innovation, collaboration, and partnership when evaluating these proposals; the County of Riverside Community Action Partnership looks for new solutions to old problems.

## STATE ASSURANCES

California State Law establishes assurances for the State and eligible entities. Provide narrative descriptions of how your agency is meeting each assurance.

California Government Code 12747 (a): Community action plans shall provide for the contingency of reduced federal funding.

The County of Riverside Community Action Partnership recognizes that CSBG funds are subject to federal budget cuts. Depending on the extent of cuts to CSBG funding, the County of Riverside Community Action Partnership could potentially have to reduce and/or eliminate services and discontinue sub-contracting. To minimize the impact of such cuts on programs and services, the County of Riverside Community Action Partnership continually seeks new opportunities to partner with members of the private, public, community and faith-based sectors to leverage funds with CSBG funds.

Strategies, such as increasing community collaboration and using volunteers help to mitigate the cost of service delivery would be implemented. The County of Riverside Community Action Partnership also pursues private funding for its programs including: the Dispute Resolution Center (funds available from local courts), Project L.E.A.D. after-school mentoring/tutoring program (in-kind and grant support from school districts), and Individual Development Accounts (local private matches). Attendees of public training may be willing to pay a small fee in exchange for services. These dollars may be able to offset some costs.

In addition to identifying new sources of revenue, the County of Riverside Community Action Partnership will work closely with its Commission and governing body, the Riverside County Board of Supervisors, to minimize the impact of funding reductions. Programs will be examined by reviewing individual programs' Return-On-Investment (ROI - - dollars invested compared to outcomes achieved). Priorities will be reviewed to address community needs and identify those programs that do not meet the highest



impact outcomes and eliminate or reduce their funding to maintain a realistic budget. All stakeholders will be involved in the decision-making process when and if major budget adjustments or reductions are required.

The County of Riverside Community Action Partnership is closely involved in asset / wealth building through its Individual Development Account (IDA) and Earned Income Tax Credit (EITC) Free Tax Preparation programs. The County of Riverside Community Action Partnership will continue to seek funding at the local, state and federal levels, and public and private sectors, to support on-going and new initiatives that present high-impact, self-sustaining strategies to end poverty.

The County of Riverside Community Action Partnership is a public community action agency and therefore is often ineligible for many private sector funding opportunities. The County of Riverside Community Action Partnership will continue to partner with its non-profit arm, the Foundation for Economic Stability (FES), to research and secure funding for which it might otherwise be ineligible.

Other less favorable strategies for addressing a reduction in federal funds include, but are not limited to: lowering overhead costs; reducing the scope of services; and reducing the number of customers served.

California Government Code § 12760: Community action agencies funded under this article shall coordinate their plans and activities with other eligible entities funded under Articles 7 (commencing with Section 12765) and 8 (commencing with Section 12770) that serve any part of their communities, so that funds are not used to duplicate particular services to the same beneficiaries and plans and policies affecting all grantees under this chapter are shaped, to the extent possible, so as to be equitable and beneficial to all community agencies and the populations they serve.

The County of Riverside Community Action Partnership's collaboration with local partners promotes the sharing and streamlining of services countywide. This strategy aids to the cost-effectiveness, efficiency of service, and multi-sector approach to fostering self-sufficient behaviors in low-income families. The County of Riverside Community Action Partnership participation on statewide, regional, and national boards (e.g., Community Action Committee and Region IX Community Action Association) further provides the County of Riverside Community Action Partnership the opportunity to provide leadership in coordinating service activities not only on the local level, but on state, regional, and national levels. This leadership includes identifying emerging trends and collectively strategizing for beneficial solutions.

California Government Code §12768: Migrant and Seasonal Farmworker (MSFW) entities funded by the department shall coordinate their plans and activities with other eligible entities funded by the department to avoid duplication of services and to maximize services for all eligible beneficiaries. If your agency is not an MSFW entity, please write "not applicable".

Not Applicable

## INDIVIDUAL AND COMMUNITY ELIGIBILITY REQUIREMENTS

Describe how your agency verifies participant income eligibility:

- Pay Stubs
- Social Security Award Letters
- Bank Statements
- Tax Statements
- Zero-income Statements
- Unemployment Insurance Letters
- Qualification for other need-based program, describe

Benefit statements from subsidized programs such as welfare, etc. IDA program participants qualify at 200% of the federal poverty income level, while LiHEAP program participants qualify at 150% of the federal poverty level.

Other, describe:

N/A

Income eligibility for general/short term services: For services with limited in-take procedures (where individual income verification is not possible or practical), describe how your agency generally verifies income eligibility for services? An example of these services is emergency food assistance.

The County of Riverside Community Action Partnership requires the same income verification documents for all programs, including emergency services. The County of Riverside Community Action Partnership does not distribute emergency food on a non-disaster basis; customers are referred to food banks.

Community-targeted services: For services that provide a community-wide benefit (e.g. development of community assets/facilities; building partnerships with other organizations), describe how your agency ensures the services target low-income communities?

The County of Riverside Community Action Partnership uses census data and G.I.S. mapping to identify poverty pockets in its services territory. Partnerships and community projects are then developed to target and engage these high-needs communities. Additional distressed communities are brought to light through the countywide community needs assessments or demand for services. The County of Riverside Community Action Partnership utilizes its CAP Mobile to provide services and information to remote, rural communities. Addressing these needs are incorporated in the strategic plan.

## MONITORING AND EVALUATION

CSBG eligible entities are required to be actively involved in the evaluation of your community action programs. Provide a narrative description of the specific method(s) of evaluation, frequency, and monitoring conducted that ensures high standards of program and fiscal performance.

1. Describe your methods for evaluating programs and services.

Data is collected to measure and evaluate the progress of programs as it relates to the agencies goals.

The County of Riverside Community Action Partnership utilizes various mechanisms countywide for the collection and measurement of customer feedback, including:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.;
- Monthly program evaluation - - provides feedback from customers about services received;
- Workshop and training evaluation - - provide feedback on curriculum content, etc.;
- Semi-annual site visits to sub-contractors - conducted by the County of Riverside Community Action Partnership staff and Commissioners to verify programmatic data and contract compliance;
- One-to-one feedback and written testimonial from customers - - documented in Impact/Success stories;
- Special event - - e.g. open house, community dialogues, etc. offers opportunities for feedback from a diverse group of stakeholders;

- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges;
- Customer feedback log - - provides copy of customer feedback, filed by date; and
- Quality Assurance Review - - conducted by Senior Management and Planning to ensure compliance with established policies, procedures, goals, and outcomes.

2. Describe the frequency of evaluations conducted.

All programs (external and internal) start the program year with evaluation tools that identify a baseline (beginning point) and benchmarks for each program or service. Participants are evaluated periodically throughout the contract term, though no less than quarterly, to assess the impact of the program. These scheduled evaluations create benchmarks that show progress toward reaching the program outcome (end results). Some evaluation tools are administered at the end of specific events and activities, such as training and workshops.

3. Describe specific monitoring activities and how they are related to establishing and maintaining the integrity of the CSBG program.

Program monitoring is conducted by a team of the County of Riverside Community Action Partnership staff and Commissioners and may include any of the following activities:

1. Desk review of monthly / quarterly program and financial reports. This includes, but is not limited to review of timely submission of reports, accuracy, program performance versus level of expenditures, compliance with original scope of work and budget, support documentation, etc.
2. Periodic on-site visits. Includes but not limited to one-on-one interview with Director and/or Agency Staff involved with the project, interview with participants, view project activity, participate in project activity (meetings, training, etc.), review participant files, review fiscal records, etc.
3. Annual Inspections
4. Evaluations
5. In-house Review of Program Information
6. Communication of Information
7. Customer Satisfaction Surveys

## **DATA COLLECTION**

The success of the CSBG Network relies heavily on the quality and relevance of data collected on individuals and families served. To comply with the requirements set forth by OCS with the State and Federal Accountability Measures, provide a narrative description on your agency's data collection and reporting process. Explain how your agency ensures accurate data is collected and reported on ALL agency activities, not just CSBG funded activities. Describe the

system(s) your agency has in place to ensure accuracy, review the data prior to submission to the State, and how the data is used, analyzed and acted on to improve agency programs and services.

Describe the data collection process.

The County of Riverside Community Action Partnership uses various methods of evaluations and assessments that collect program and financial data from customers, staff and subcontractors.

Customers:

Data collection methods are always administered by the program staff under the direction and supervision of the program manager. Various methods include, but are not limited to:

- Customer Satisfaction Survey - - measures level of satisfaction regarding service delivery, accessibility and location of services, etc.; it is generally administered at the point of service;
- Program evaluation - - provides feedback from customers about services received; it is generally submitted on a scheduled basis, most often monthly or quarterly;
- Workshop and training evaluation - - provides feedback on curriculum, content, knowledge growth, delivery of service, etc.; it is generally administered at the point of service;
- Case Management notes: narrative documenting customers' progress in program;
- One-to-one feedback and written testimonial from customers;
- Public Testimonies about services - - documented by transcript; and
- Program Exit Interview - - provides program graduates' feedback on programs' successes and challenges.

Staff

Program managers, including subcontractors, are required to prepare and submit monthly Program Progress Reports (PPRs) to the County of Riverside Community Action Partnership Executive Director and Planning Division. These programmatic reports provide a desk audit of activity and is supplemented by semi-annual site visits. Planning Division staff prepare and submit annual CSBG reports to the County of Riverside Community Action Partnership Executive Director for approval. Approved reports are then submitted to the Commission for review and approval. This data collection and evaluation process provides an opportunity for the County of Riverside Community Action Partnership to obtain feedback from all agency stakeholders. The County of Riverside Community Action Partnership Planning Division staff and Commissioners also conduct periodic site visits to corroborate the performance evaluation.

Senior Management and Planning staff conduct quality assurance reviews to ensure compliance with established policies, procedures, goals, and outcomes. Reviews include random sampling of participant files to ensure completeness and accuracy. Reports are

reconciled to ensure accuracy and consistency in data when recreated.

Data are aggregated by the Planning staff using various spreadsheets and databases. They are reconciled with the program manager to ensure accuracy. Currently, an agency-wide case/data management system has been purchased with CSBG Discretionary Grant funds, initial set-up and training has been conducted, and implementation of the system is scheduled for June 12, 2017. This will ensure that data entry will be done by program staff into the system for each customer, data will be more efficiently tracked, and reports will be aligned with ROMA Next Generation for the year starting January 1, 2018.

Describe the data reporting process.

The County of Riverside Community Action Partnership staff has an electronic reporting system that tracks the due date of all contractual reports. A report date is entered into the tracking database by each Program Manager, for each individual program or grant, shortly after a contract has been executed. Report due dates for subcontractors are also handled in this fashion. Reports include narrative, statistical, and financial data that document progress towards identified outcomes and outputs.

All internal reports have been required to be submitted to the County of Riverside Community Action Partnership Division Manager. The Executive Director, along with the Division Manager and Planning Division staff reviews the reports and discusses successes and challenges with program managers and sub-contractors. However, in the new case/data management system, the Executive Director, Planning Division and system administrators will have continual access to program data for program progress reports, reports to various funders, and for required CSBG reports submitted to the State.

Progress reports are included in the Executive Director's report to the Commission. The CSBG Annual Report is prepared and submitted by the Planning Division. The agency's annual report to its stakeholders is created by the Community Services Division Manager and posted on the County of Riverside Community Action Partnership website.

Describe how the data is used, analyzed and acted on to improve agency programs and services.

Data collected from monthly PPRs are used to generate CSBG programmatic reports to the State of California Department of Community Services and Development (CSD). CSD programmatic reports are generated by the County of Riverside Community Action Partnership Planning Division and financial reports are generated by the County of Riverside Community Action Partnership Fiscal Division; both reports are reviewed and approved by the Executive Director. Approved CSD programmatic reports are submitted to the Commission prior to submitting them to CSD. Financial data are summarized and submitted to the Commission on a monthly Financial report. This inclusiveness allows all stakeholders to be a part of the review process.

Data analysis is reviewed to determine program effectiveness and goal achievement. Program modifications and corrective measures are implemented as deemed appropriate. Again, as previously noted, in the new case/data management system the Executive Director, Planning Division and system administrators will have continual access to program data for program progress reports, reports to various funders, and for required CSBG reports submitted to the State.

## **CSBG/NATIONAL PERFORMANCE INDICATORS (NPI) CAP PROJECTIONS**

The Office of Community Services (OCS) published CSBG IM #152 Annual Report on January 19, 2017. The CSBG Annual Report replaces the current CSBG IS and includes an updated set of CSBG outcome measures that will replace the current NPI structure. CSBG Eligible Entities will begin data collection with the new structure beginning October 2017. As more information is gathered CSD will ask agencies to complete their projections in accordance with the new outcome reporting structure.

## **APPENDICES (OPTIONAL)**

All appendices should be labeled as an appendix (i.e., Appendix A: Community Survey Results) and submitted with the CAP.



CALL (951) 368-9222  
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# THE PRESS-ENTERPRISE

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Invoice text: 2018/2019 COMMUNITY ACTION PLAN

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Ad Desc.: 2018/2019 COMMUNITY ACTION PLAN /

I am a citizen of the United States. I am over the age of eighteen years and not a party to or interested in the above entitled matter. I am an authorized representative of THE PRESS-ENTERPRISE, a newspaper in general circulation, printed and published daily in the County of Riverside, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of Riverside, State of California, under date of April 25, 1952, Case Number 54446, under date of March 29, 1957, Case Number 65673, under date of August 25, 1995, Case Number 267864, and under date of September 16, 2013, Case Number RIC 1309013; that the notice, of which the annexed is a printed copy, has been published in said newspaper in accordance with the instructions of the person(s) requesting publication, and not in any supplement thereof on the following dates, to wit:

**07/15/2017**

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Date: July 15, 2017  
At: Riverside, California



Legal Advertising Representative, The Press-Enterprise

BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE  
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## NOTICE OF PUBLIC HEARING BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY

NOTICE IS HEREBY GIVEN that a public hearing at which all interested persons will be heard, will be held before the Board of Supervisors of Riverside County, California, on the 1st Floor Board Chambers, County Administrative Center, 4080 Lemon Street, Riverside on **Tuesday, July 25, 2017 at 9:00 a.m.**, or soon thereafter, to receive public input on the County of Riverside Community Action Partnership (CAP Riverside) 2018/2019 Community Action Plan (CAP). CAP Riverside is funded by the Community Service Block Grant (CSBG), which requires a local 2-year plan of action for assisting low-income residents in the County. The CAP establishes goals, objectives and strategies for planning and implementing programs that promote self-sufficiency for the poor and facilitate ending poverty in Riverside County.

In 2017, CAP Riverside conducted a county-wide Community Needs Assessment of low-income residents and service providers. Surveys were distributed to residents and providers. Community meetings were held in each supervisorial district to provide people an opportunity to voice their opinions and concerns regarding poverty in Riverside County.

A draft copy of the 2018/2019 Community Action Plan, in its entirety is currently available at CAP Riverside, 2038 Iowa Avenue, Suite B-102, Riverside, CA 92507 and on the web at [www.capriverside.org](http://www.capriverside.org) for review prior to the hearing. A finalized copy will be available at the CAP Riverside office, and on its website, after the hearing. For further information regarding the 2018/2019 CAP, please contact Mark Berndt, Planning Division, at 951-955-3220.

Any person wishing to testify in support or opposition may do so in writing between the date of this notice and the public hearing, or may appear and be heard at the time and place noted above. If you are unable to attend the public hearing, you can send written testimony to the address below or email comments to [cob@rivco.org](mailto:cob@rivco.org) (Subject: 2018/2019 CAP). All written comments received prior to the public hearing will be submitted to the Board of Supervisors and the Board of Supervisors will consider such comments, in addition to any oral testimony, before making a decision on the proposed CAP Riverside 2018/2019 Community Action Plan (CAP).

Please send all written correspondence to: Clerk of the Board, 4080 Lemon Street, 1st Floor, Post Office Box 1147, 4080 Lemon Street, 1st floor, Riverside County, CA 92502-1147.

Alternative formats available upon request to individuals with disabilities. If you require reasonable accommodation, please contact Lisa Wagner at (951) 955-1063, at least 72 hours prior to the hearing.

Dated: July 15, 2017  
KECIA HARPER-IHEM  
Clerk of the Board of Supervisors  
By: Cecilia Gil, Board Assistant

7/15

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I am over the age of 18 years old, a citizen of the United States and not a party to, or have interest in this matter. I hereby certify that the attached advertisement appeared in said newspaper (set in type not smaller than non paniel) in each and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

Newspaper: **The Desert Sun**

7/15/2017

I acknowledge that I am a principal clerk of the printer of The Desert Sun, printed and published weekly in the City of Palm Springs, County of Riverside, State of California. The Desert Sun was adjudicated a Newspaper of general circulation on March 24, 1988 by the Superior Court of the County of Riverside, State of California Case No. 191236.

I declare under penalty of perjury that the foregoing is true and correct. Executed on this **15th day of JULY, 2017** in Palm Springs, California.

  
Declarant

NO 0997: **NOTICE OF PUBLIC HEARING  
BEFORE THE BOARD OF SUPERVISORS OF RIVERSIDE COUNTY**

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By: Cecilia Gil, Board Assistant

Published: 7/15/2017